



Self-Service Password Reset

Training Guide

September 2016

Table of Contents

Chapter 1: Introduction	3
Register for Self Service Password Reset (SSPR)	3
Enroll in Multi-Factor Authentication (MFA)	3
Chapter 2: Password Management	5
Register a New Account	5
Change Password	8
Reset Password or Unlock Account	9
Chapter 3: Enroll in Multi-Factor Authentication (MFA)	15
Phone Call Method	15
Text Message Method	16
Multi-Factor Smartphone Application Method	16

Chapter 1: Introduction

In order to stay in line with industry security standards and prepare the enterprise for our cloud base services, such as SharePoint Online (SPO), CRM Online (CRMO) or Azure, IOT has implemented the following two features:

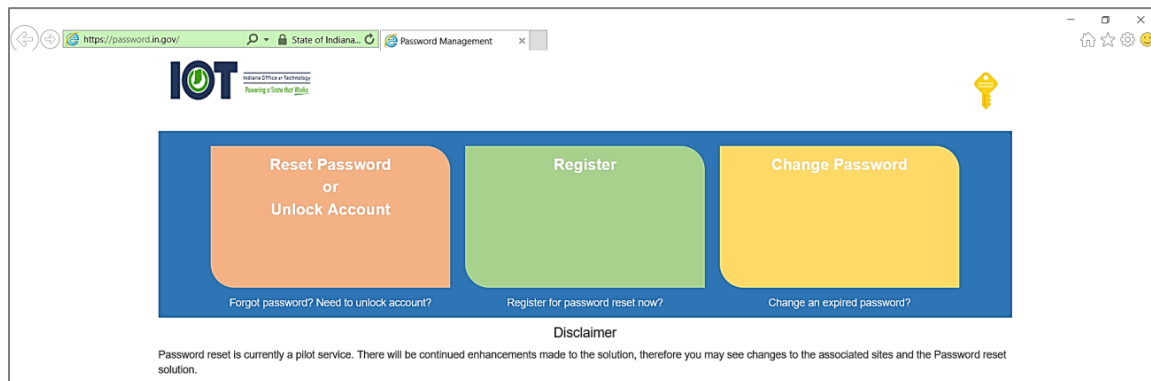
- Self Service Password Reset (SSPR)
- Multi-Factor Authentication (MFA)

Register for Self Service Password Reset (SSPR)

Self-Service Password Reset (SSPR) is a web application which allows users the flexibility of being able to change their own passwords in a secure fashion. Users no longer have to rely on calling the IOT Help Desk for password changes and can change their own passwords any time on any device with internet connectivity. **Please note that once enabled users will be prompted to register for SSPR upon first access to SharePoint Online, CRM Online or Azure regardless of being on-site.**

Please browse to the following web site and enroll in SSPR to take advantage of this convenient feature:

<https://password.in.gov>



Additional SSPR registration instructions can be found in Chapter 2.


If you have any issues please contact the IOT Customer Service Center at 317-234-HELP (4357) or 800-382-1095. Thank you for your compliance.

Enroll in Multi-Factor Authentication (MFA)


Multi-Factor Authentication (MFA), also known as Phone Factor, is a method of verifying one's identity. Once enabled you will have to use MFA when remotely accessing cloud services. If you have not already registered you will need to do so in order to gain access to Microsoft cloud services such as SharePoint Online (SPO), CRM Online (CRMO) or Azure. Please note that if you were enrolled in Phone Factor you may have to enroll again.


Please browse to the following web site and enroll in MFA to take advantage of this secure feature:

Note: *you may have to enroll again even if you have previously enrolled.*




Version 7.0.0
© 2016 Microsoft. All rights reserved.

Language: en: English 

 Help

Multi-Factor Authentication User Log In



Username

Password

Additional MFA registration instructions can be found in Chapter 3.

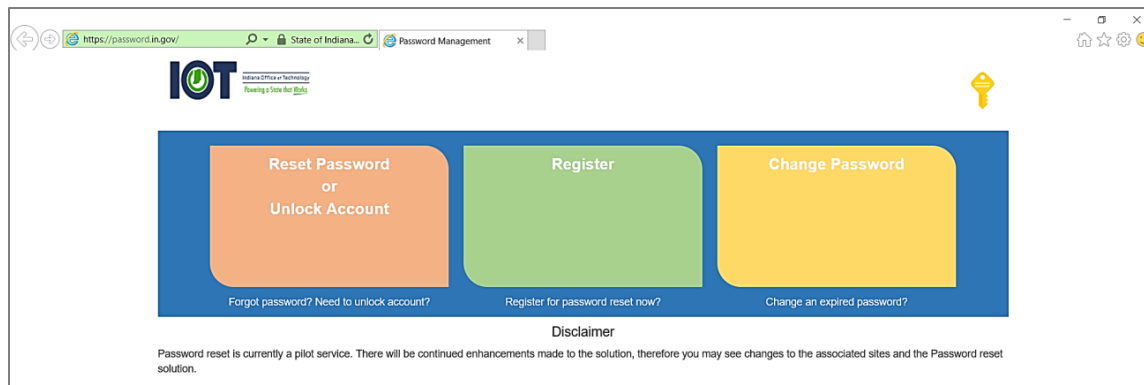
Chapter 2: Password Management

These instructions will walk you through password management to register an account, change a password, and to reset or unlock your account.

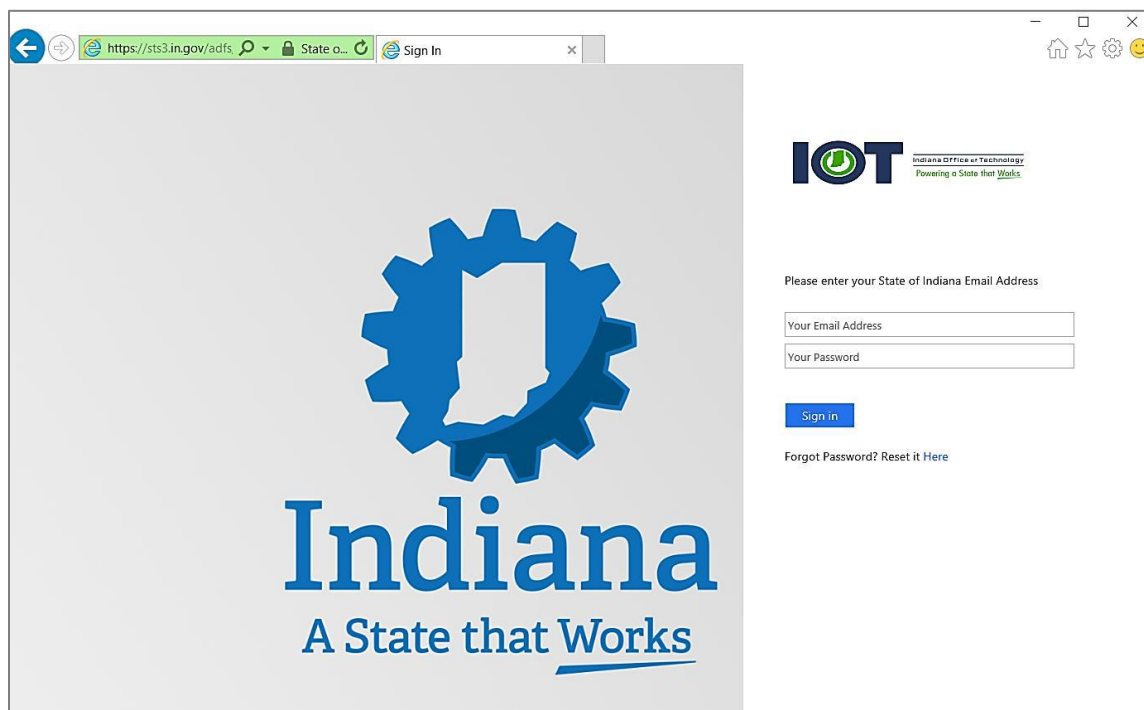
To access the password management site go to <https://password.in.gov/>

Register a New Account

To begin registering a new account click the “Register” button on the homepage.



On the next page you will be prompted to enter in an email address or phone number associated with your account, please use your State Government email address and your network password. Once you have entered in all your information click “Sign in”.



On the next page you are required to choose at least one form of authentication, and you can choose to use a phone, security questions, or both. To use either form of authentication click “Set it up now” next to your preferred method.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

- Authentication Phone is not configured. [Set it up now](#)
- Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

©2016 Microsoft Legal | Privacy Your session will expire in 14:29

By selecting the phone option you will be taken to a new page, please select your county/region from the dropdown menu and enter your phone number in the text box below. Then you can select “text me” or “call me” to verify that you entered the correct phone number.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Select your country or region

[text me](#) [call me](#)

[back](#)

©2016 Microsoft Legal | Privacy Your session will expire in 14:51

If you choose the “text me” option then you will receive an automated message with a code. You will need to enter that code into the text box that is provided to verify your phone number is correct.

We've sent a text message containing a verification code to your phone.


verify

try again

back

If you chose the “call me” option then you will receive an automated phone call, and when you are prompted to press the pound key to verify that your phone number is correct.

By selecting the security questions option you will be taken to a new page where you will need to select and answer 5 security questions, also please remember that your answers must be at least 3 characters long. Once you have answered all 5 questions click the “save answers” button.

Indiana Office of Technology
Powering a State Full of Ideas

don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.**

Security question 1

Security question 2

Security question 3

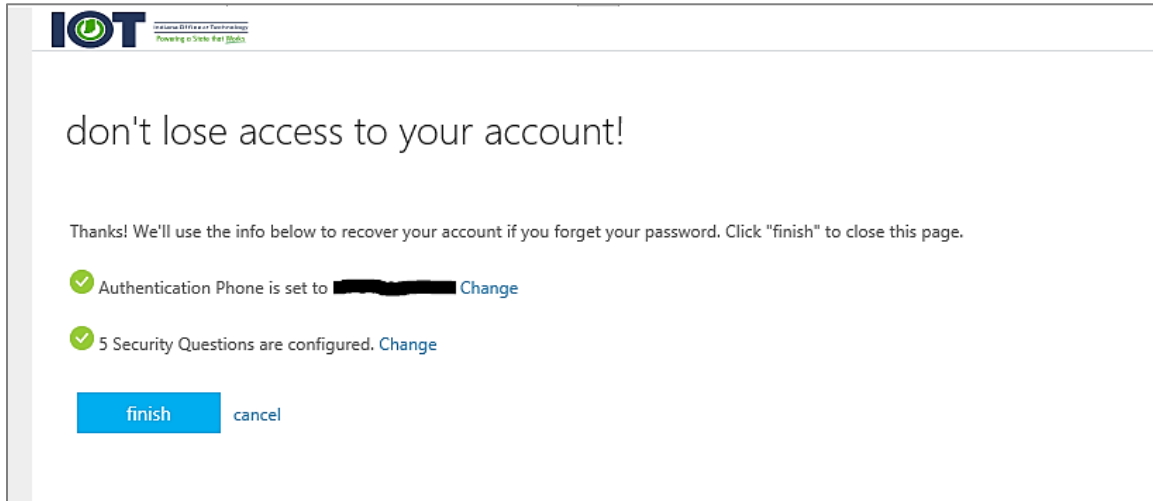
Security question 4

Security question 5

save answers

back

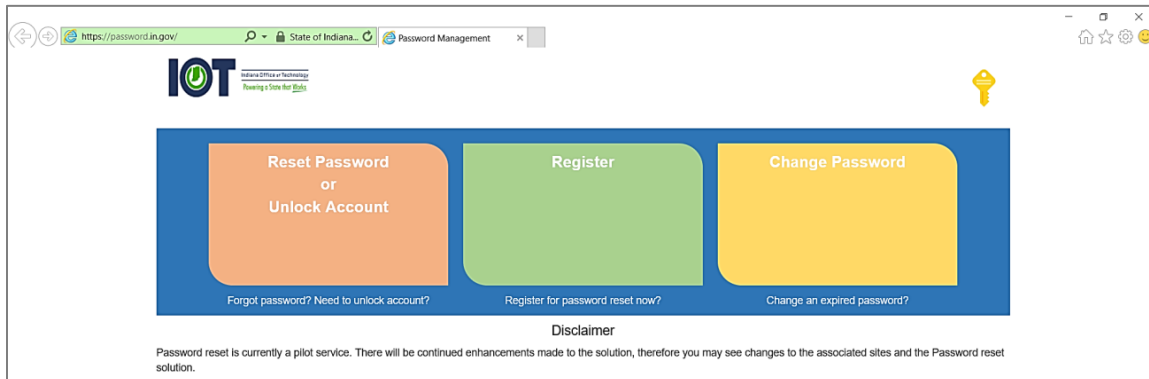
Once you have completed at least one form of authentication click the “finish” button.



The screenshot shows a web page from the IOT (Indiana Office of Technology) with the header "Indiana Office of Technology" and "Powering a State that Matters". The main heading is "don't lose access to your account!". Below this, a message states: "Thanks! We'll use the info below to recover your account if you forget your password. Click 'finish' to close this page." There are two green checkmark icons indicating successful setup: "Authentication Phone is set to [REDACTED] Change" and "5 Security Questions are configured. Change". At the bottom, there are two buttons: a blue "finish" button and a grey "cancel" button.

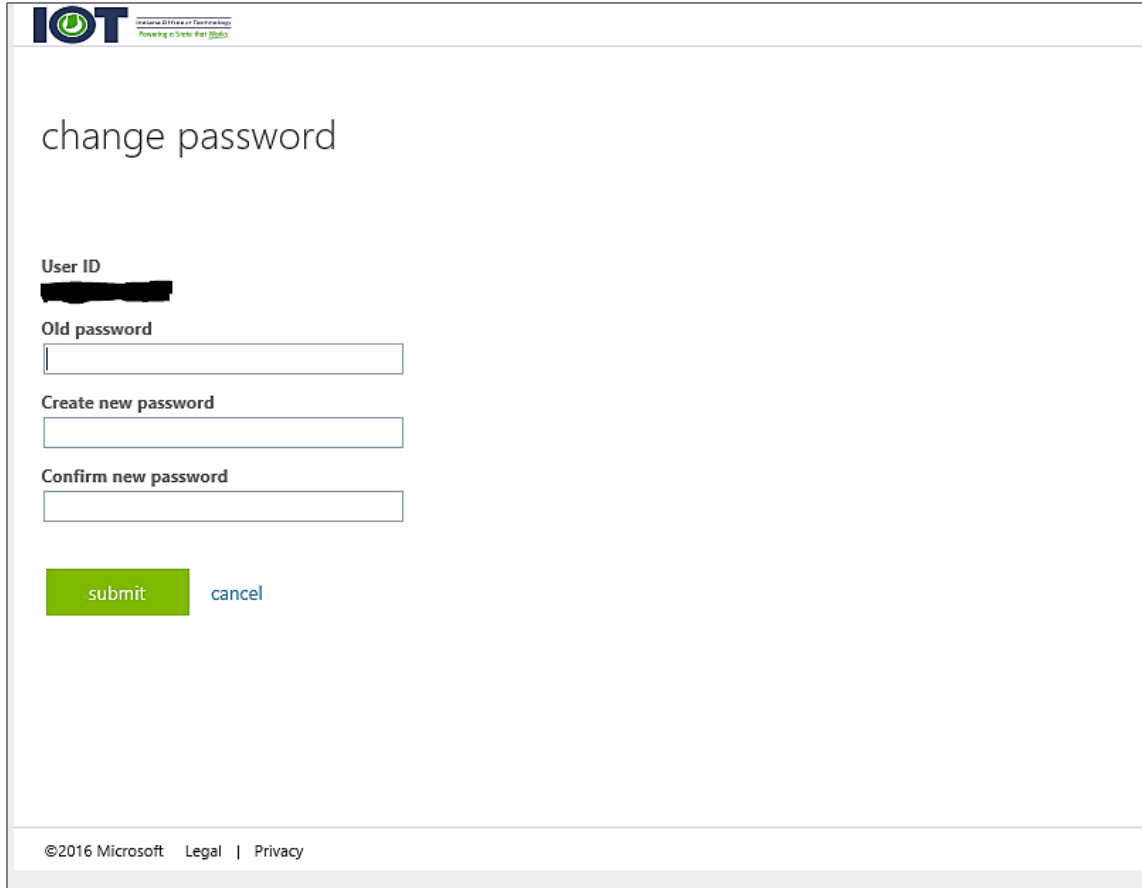
Change Password

To change your password click the “Change Password” button on the homepage.



The screenshot shows the IOT Password Management homepage. The header includes the IOT logo and "Indiana Office of Technology" with the tagline "Powering a State that Matters". The main content area features three large, rounded rectangular buttons: an orange button labeled "Reset Password or Unlock Account" with the subtext "Forgot password? Need to unlock account?", a green button labeled "Register" with the subtext "Register for password reset now?", and a yellow button labeled "Change Password" with the subtext "Change an expired password?". Below these buttons is a "Disclaimer" section stating: "Password reset is currently a pilot service. There will be continued enhancements made to the solution, therefore you may see changes to the associated sites and the Password reset solution." The browser's address bar shows "https://password.in.gov/" and the page title is "Password Management".

Enter your old password in the first text box and then enter a new password that complies with your password policy. When you are finished click “submit” and your password will be changed.

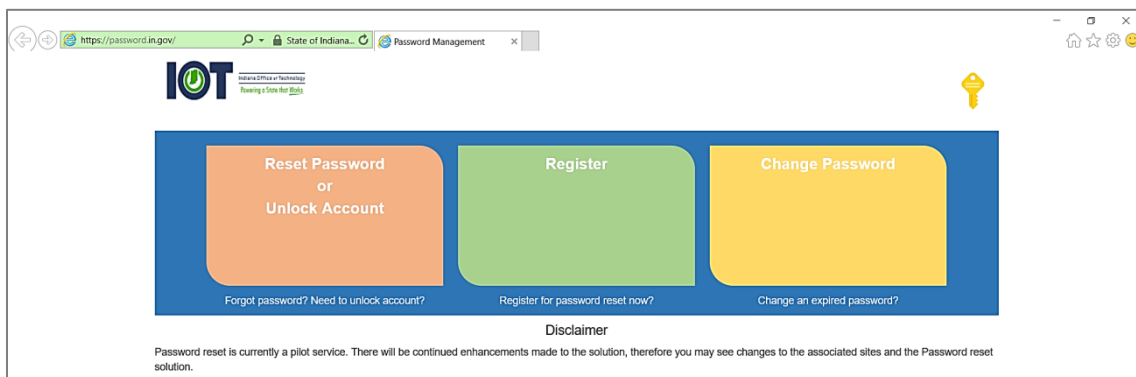


The screenshot shows a web page titled "change password" with the IOT logo at the top left. The page contains the following elements:

- User ID:** A field with a blacked-out value.
- Old password:** A text input field.
- Create new password:** A text input field.
- Confirm new password:** A text input field.
- Buttons:** A green "submit" button and a blue "cancel" button.
- Footer:** Copyright notice "©2016 Microsoft", and links for "Legal" and "Privacy".

Reset Password or Unlock Account

To reset or unlock your account click on the “Reset Password or Unlock Account” button on the homepage.












The screenshot shows a web browser window with the URL "https://password.in.gov/". The page features the IOT logo and a yellow key icon. Below the header is a blue bar with three main action buttons:

- Reset Password or Unlock Account:** An orange button with the subtext "Forgot password? Need to unlock account?"
- Register:** A green button with the subtext "Register for password reset now?"
- Change Password:** A yellow button with the subtext "Change an expired password?"

Below these buttons is a "Disclaimer" section stating: "Password reset is currently a pilot service. There will be continued enhancements made to the solution, therefore you may see changes to the associated sites and the Password reset solution."

Begin by entering your user id, which is your State Government email address, and then enter the characters in the picture or the words in the audio. Once you have entered in all the information click the "Next" button.

 <https://passwordreset.microsoft...>     Microsoft Online Password ... 



Indiana Office of Technology
Powering a State that Works




Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

* User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

On the next page select either “I forgot my password” or “I know my password but still can’t sign in”. When you are ready click “Next”.









The screenshot shows a web browser window with the URL <https://passwordreset.microsoft...> and a tab titled "Microsoft Online Password ...". The page features the IOT logo (Indiana Office of Technology) with the tagline "Powering a State that Works". The main heading is "Get back into your account" followed by the question "Why are you having trouble signing in?". There are two radio button options: "I forgot my password" (which is selected) and "I know my password, but still can't sign in". Below the first option, it says "No worries, we'll help you to reset your password using the security info you registered with us." At the bottom, there are "Next" and "Cancel" buttons.


If you selected “I forgot my password” you will be taken to another page where you can use any form of verification that was set up when you registered your account.

By selecting “Text my mobile phone” you will need to enter your phone number that is associated with your account, and you will receive an automated text with a unique code. Please enter that code when prompted to and click “Next”.

The two screenshots show the "verification step 1 > choose a new password" page. The left screenshot shows the "Text my mobile phone" option selected, with a text input field for the phone number and a "Text" button. The right screenshot shows the same page after a verification code has been sent to the phone, with a text input field for the code and a "Next" button. Both screenshots include the IOT logo and the heading "Get back into your account".

By selecting “Call my mobile phone” you will need to enter your phone number that is associated with your account. When prompted to press the pound key and then wait for the next page to load.

<https://passwordreset.microsoft...>Microsoft Online Password ...



IOT
Indiana Office of Technology
Powering a State that Works

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Text my mobile phone

☒ Call my mobile phone

☐ Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****31) below. You will then receive a call. Please answer it to continue.

[Cancel](#)

By selecting “Answer my security questions” you will be prompted to answer 3 of the 5 security questions you set up when the account was registered. Once you have entered all the answers to the questions click “Next”.

NOTE: the Customer Service desk **cannot** see your questions or answers. If you’ve forgotten them, you will have to re-enroll in the product to then reset your password.

← → https://passwordreset.microsoft... 🔍 🔒 ↻ Microsoft Online Password ... ×

IOT Indiana Office of Technology
Powering a State that Works

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☐ Text my mobile phone

☐ Call my mobile phone

☒ Answer my security questions

What is your favorite food?

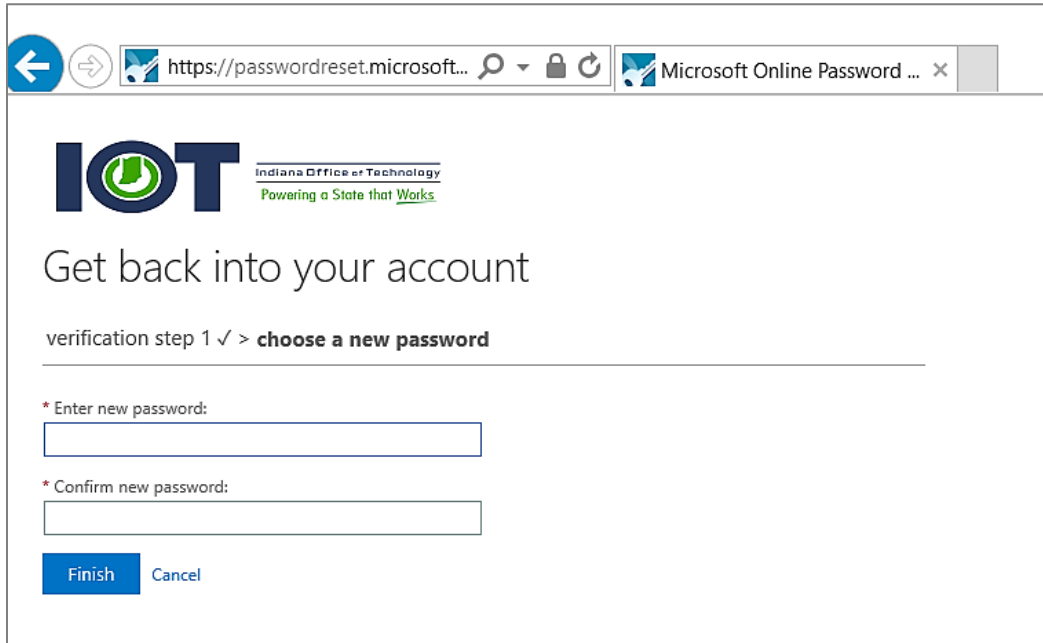
What was your first job?

What is your father's middle name?

Next [Contact your administrator](#)

[Cancel](#)

Enter a new password that complies with your password policies and click finished.



← → <https://passwordreset.microsoft...> Microsoft Online Password ... x

IOT Indiana Office of Technology
Powering a State that Works

Get back into your account

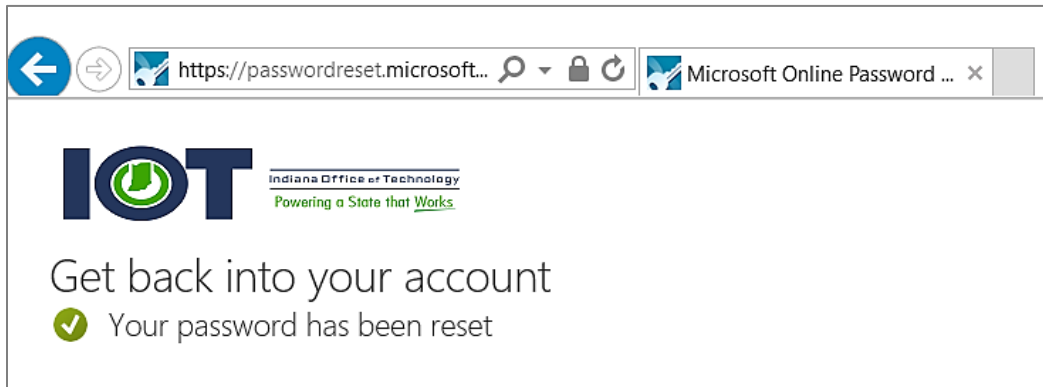
verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

After you have entered an acceptable password an automated email will be sent notifying you that the password change was successful.



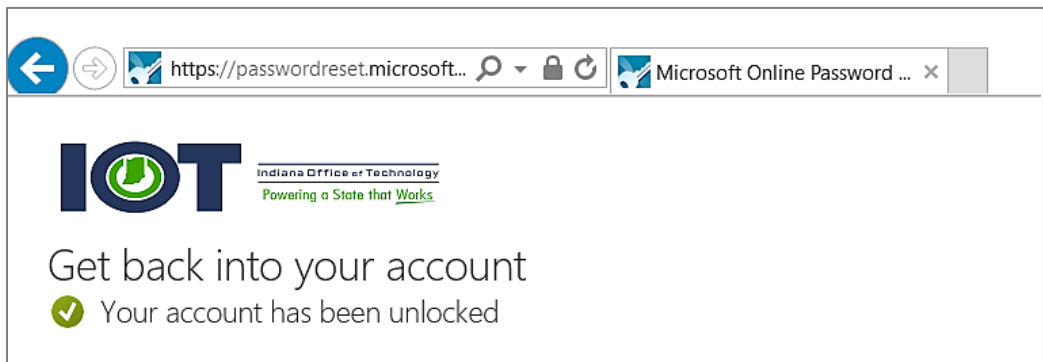
← → <https://passwordreset.microsoft...> Microsoft Online Password ... x

IOT Indiana Office of Technology
Powering a State that Works

Get back into your account

✓ Your password has been reset

If you selected “I know my password but still can’t sign in” you will need to follow the steps to verify your account (it is the exact same process to verify as “I forgot my password” starting on page 11). Once your account has been successfully verified your account will be unlocked allowing you to attempt to login again.



← → <https://passwordreset.microsoft...> Microsoft Online Password ... x

IOT Indiana Office of Technology
Powering a State that Works

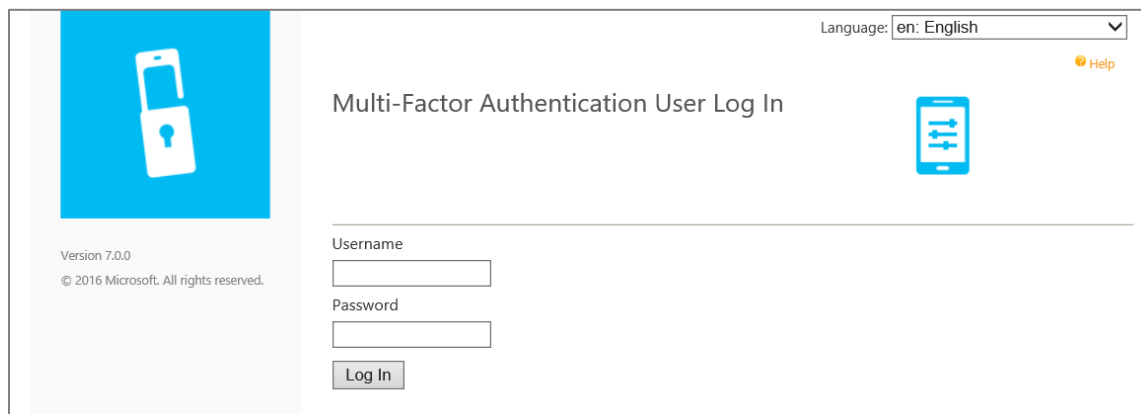
Get back into your account

✓ Your account has been unlocked

Chapter 3: Enroll in Multi-Factor Authentication (MFA)

These instructions will walk you through the Multi-Factor Authentication enrollment and how to use the user portal.

After you receive your Multi-Factor enrollment email, please access the Multi-Factor user portal at <https://pfp.iot.in.gov/phonefactor/>. Login with your username, in the form of your Indiana State Government email address, and your network password. Then follow the instructions for enrolling your phone and answering your security questions.

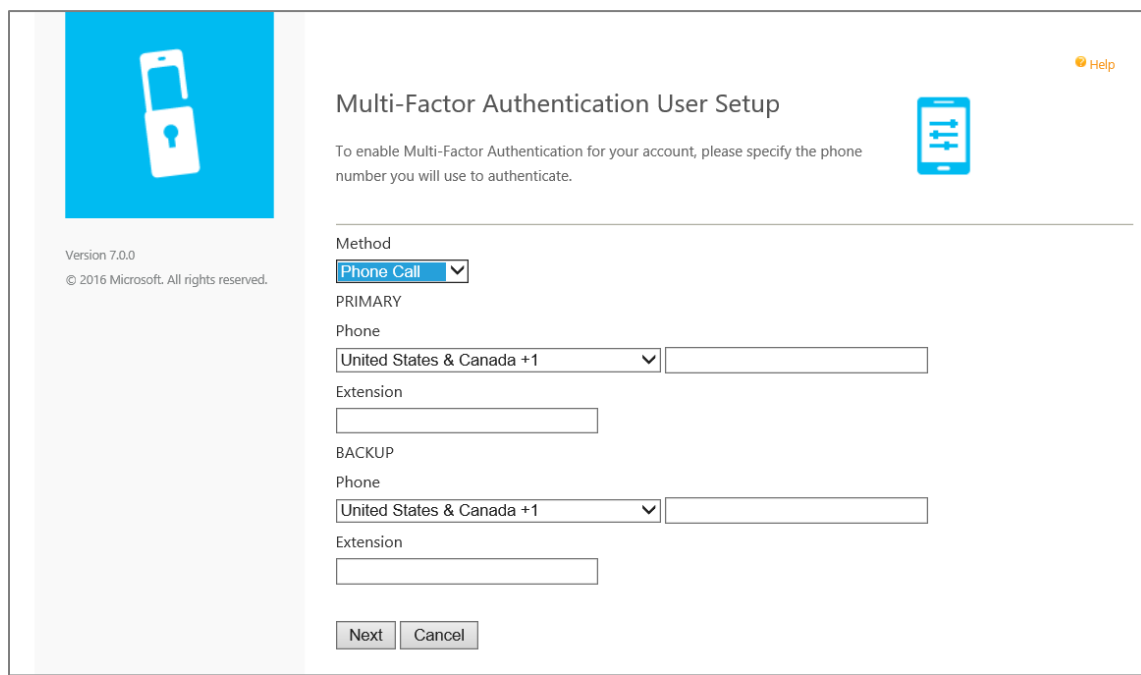


The screenshot shows the 'Multi-Factor Authentication User Log In' portal. On the left, there is a blue square icon with a white smartphone and a keyhole. Below it, the text reads 'Version 7.0.0' and '© 2016 Microsoft. All rights reserved.' On the right, there is a language dropdown menu set to 'en: English' and a 'Help' link. The main heading is 'Multi-Factor Authentication User Log In'. Below this, there are two input fields: 'Username' and 'Password'. A 'Log In' button is positioned below the password field. On the right side of the login area, there is a blue square icon with a white smartphone and a keyhole.

Phone Call Method

By selecting “Phone Call” from the dropdown menu, you will be prompted to enter your Multi-Factor phone number(s). Please use a phone number that you always keep with you as your primary number. A secondary phone number is optional.

After you have at least entered a primary phone number click the “Next” button.



The screenshot shows the 'Multi-Factor Authentication User Setup' portal. On the left, there is a blue square icon with a white smartphone and a keyhole. Below it, the text reads 'Version 7.0.0' and '© 2016 Microsoft. All rights reserved.' On the right, there is a language dropdown menu set to 'en: English' and a 'Help' link. The main heading is 'Multi-Factor Authentication User Setup'. Below this, there is a text prompt: 'To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate.' Below the prompt, there is a 'Method' dropdown menu with 'Phone Call' selected. Under the 'Method' dropdown, there are two sections: 'PRIMARY' and 'BACKUP'. Each section has a 'Phone' field with a dropdown menu set to 'United States & Canada +1' and an 'Extension' field. At the bottom, there are 'Next' and 'Cancel' buttons. On the right side of the setup area, there is a blue square icon with a white smartphone and a keyhole.

Text Message Method

By selecting “Text Message” from the dropdown menu you will be prompted to enter a Multi-Factor phone number. Please use a phone number that you always keep with you, and this phone number must be able to receive text messages.

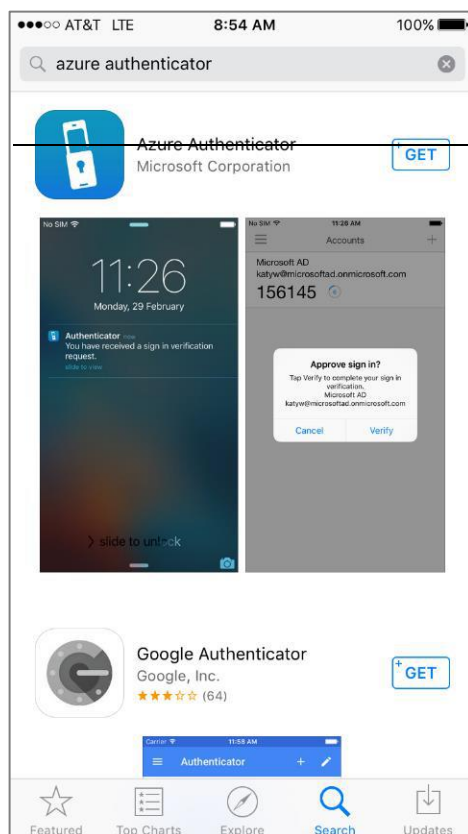
After you have entered a phone number click the “Next” button.



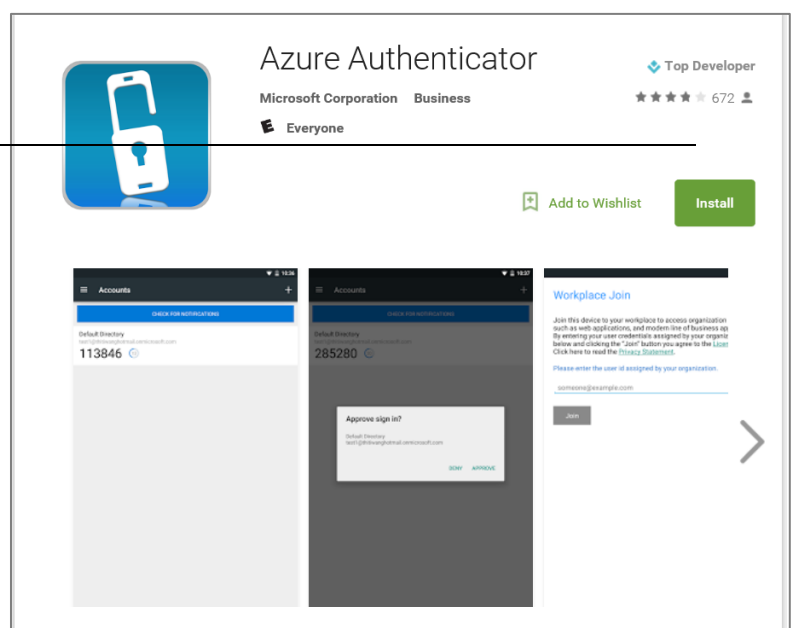
Multi-Factor Smartphone Application Method

These instructions will walk you through enrolling the Multi-Factor phone app. The app is available on iPhone and Android platforms. The images in this document are for an iPhone platform.


iPhone download



Android download



By selecting “Mobile App” from the dropdown menu you will need to click on the “Generate Activation Code” button.




Version 7.0.0
© 2016 Microsoft. All rights reserved.

Multi-Factor Authentication User Setup

To enable Multi-Factor Authentication for your account using the mobile app, you'll first need to install the Azure Authenticator app on your phone and then click the Generate button below to receive an activation code. The activation code will be entered in the mobile app to complete the activation process. The activation code expires in 10 minutes.


Method


After installing the Azure Authenticator app on your phone, click the button to generate an activation code.



[Help](#)

Multi-Factor will generate an activation code and present you with a QR code that can be scanned by the Azure Authentication application.



 **My Account**
One-Time Bypass
Change Method
Change Phone
Activate Mobile App
Change Security Questions

Version 7.0.0
© 2016 Microsoft. All rights reserved.

My Account: Activate Mobile App


First install the Azure Authenticator mobile app on your phone, then click the Generate button to receive an activation code. The activation code will be entered in the mobile app to complete the activation process. The activation code expires in 10 minutes. You may generate a new code at any time.


Activation Code
257 989 004

URL
<https://pfp.iot.in.gov/app>

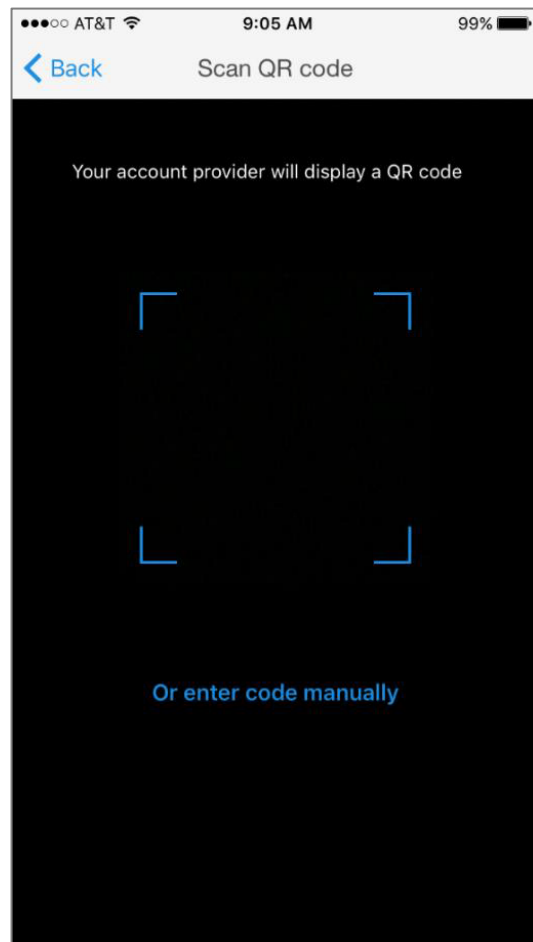
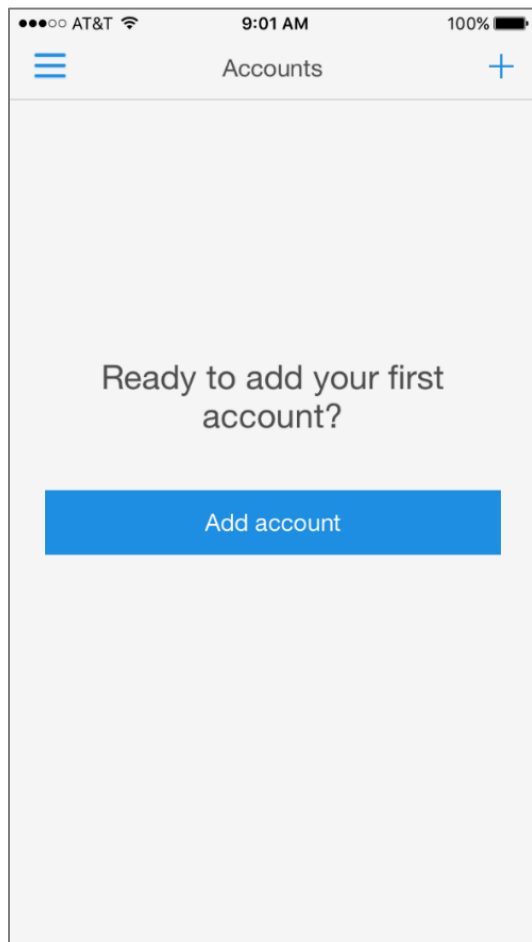
[Back](#)

[Main](#) | [Log Out](#)

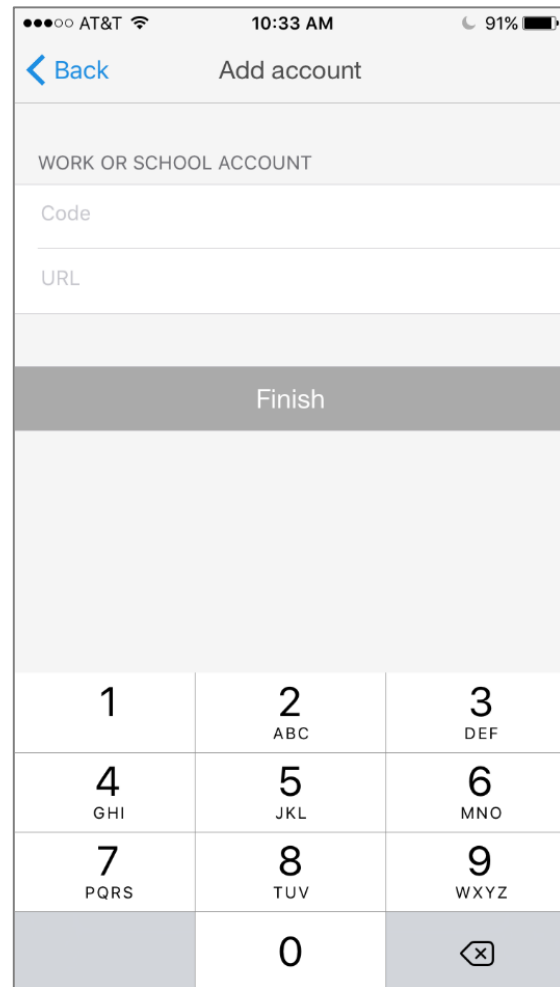
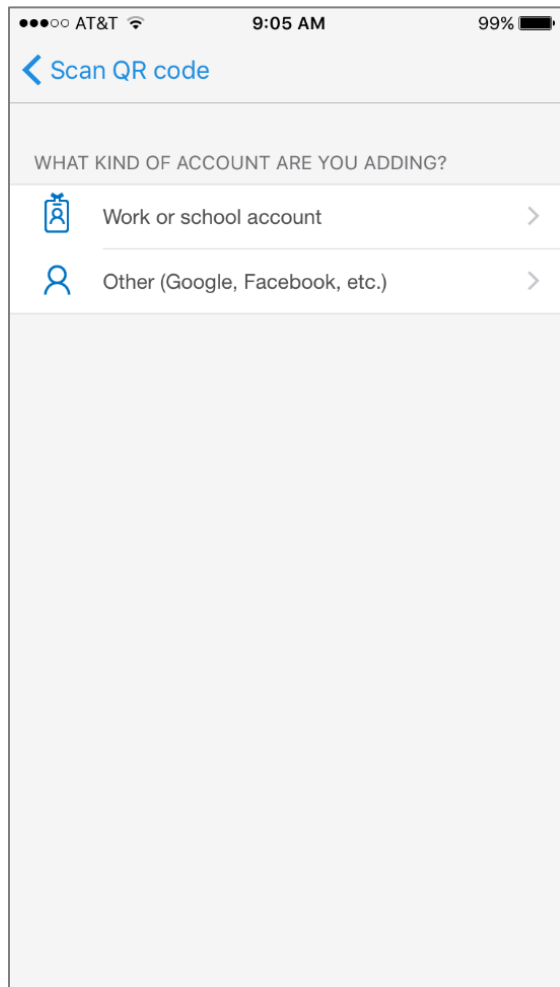
 [Help](#)



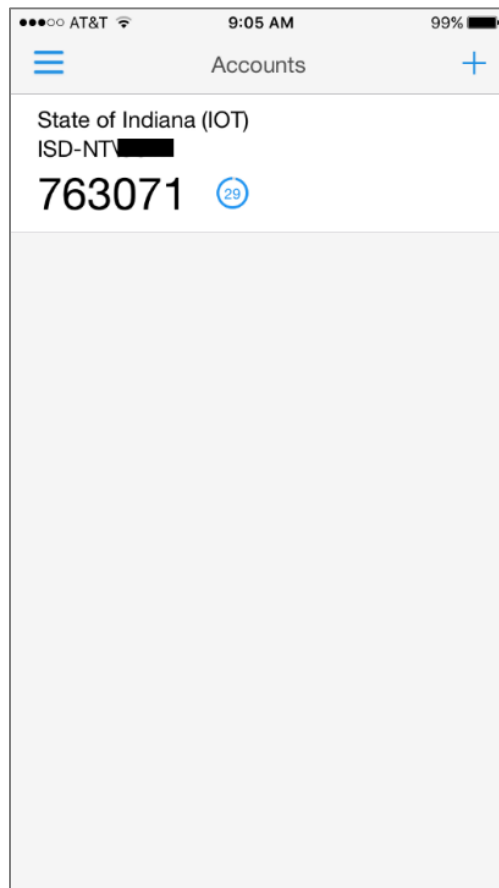
Now open the application. To create your first account click the “Add Account” button or the “+” button, located in the top right hand corner. Once you have clicked add account you can either scan the QR code with your camera or enter the code manually (**see pictures below**).



To scan you need to take a picture of the QR code, and then you will be finished. To manually enter the code select “Or enter the code manually”, shown on the previous page, the select “Work or school account”. Lastly enter in the code and the URL, both are located to the left of the QR code, and click “Finish”.

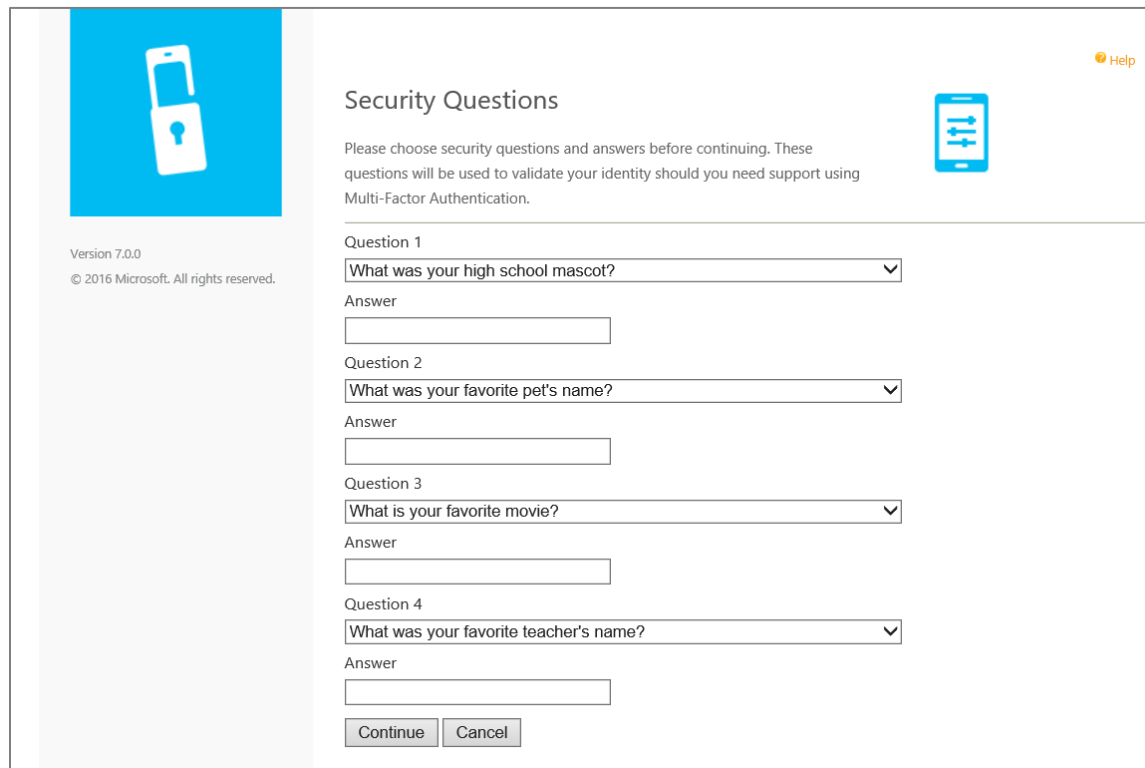


If the account was successfully created you should be shown a screen similar to the following:



NOTE: Whatever form of authentication you pick is the one that will be used when you attempt to make a remote access connection. *If you are not attempting to make a connection when you receive a Multi-Factor notification, decline the request and call the IOT Customer Service Center at 317-234-HELP (4357) or 800-382-1095 immediately.*

After you are registered under your preferred method you will be prompted to answer some security questions. Once you have answered all four security questions click the “Continue” button.



The screenshot shows the 'Security Questions' setup screen. On the left is a blue sidebar with a white smartphone icon and the text 'Version 7.0.0' and '© 2016 Microsoft. All rights reserved.' The main content area has a title 'Security Questions' and a 'Help' icon. Below the title is an instruction: 'Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.' There are four questions, each with a dropdown menu and a text input field for the answer. The questions are: 1. 'What was your high school mascot?', 2. 'What was your favorite pet's name?', 3. 'What is your favorite movie?', and 4. 'What was your favorite teacher's name?'. At the bottom are 'Continue' and 'Cancel' buttons.

Version 7.0.0
© 2016 Microsoft. All rights reserved.

Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

Question 1
What was your high school mascot?
Answer

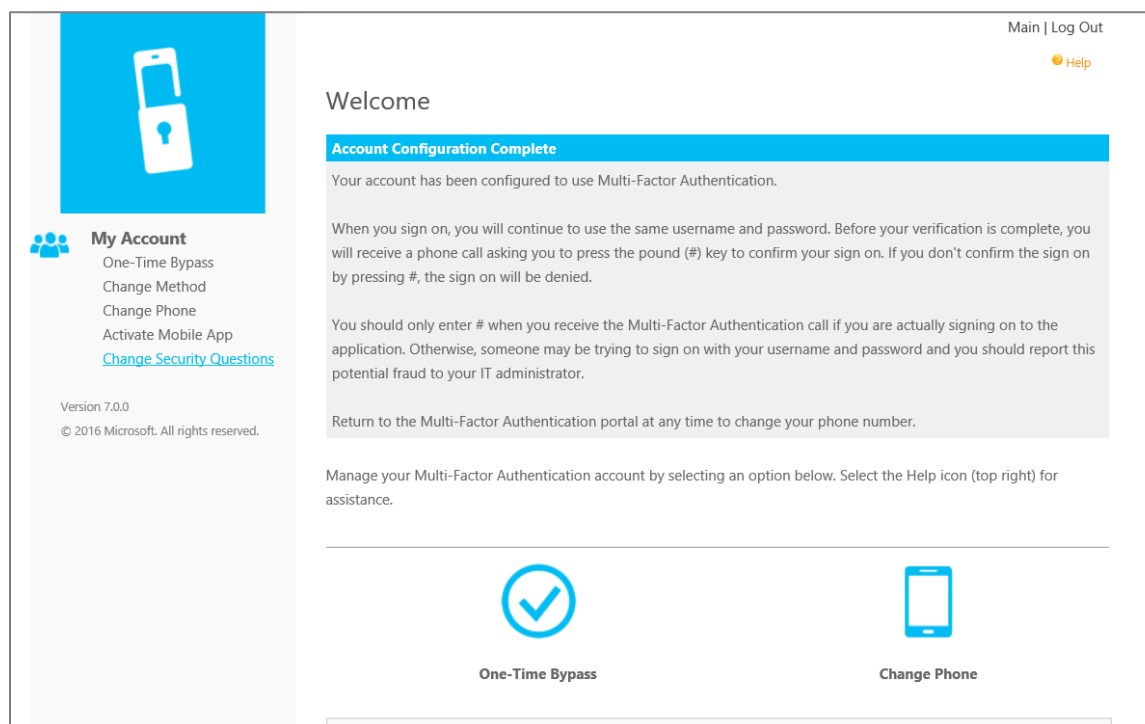
Question 2
What was your favorite pet's name?
Answer

Question 3
What is your favorite movie?
Answer

Question 4
What was your favorite teacher's name?
Answer

Continue Cancel

Your enrollment is complete. Your user portal account allows you to request a one-time five minute bypass or change your phone number(s).



The screenshot shows the 'Welcome' screen after account configuration. The left sidebar is the same as the previous screen but includes a 'My Account' section with links: 'One-Time Bypass', 'Change Method', 'Change Phone', 'Activate Mobile App', and 'Change Security Questions'. The main content area has a 'Welcome' title, a 'Main | Log Out' link, and a 'Help' icon. A blue banner reads 'Account Configuration Complete'. Below it, a message states: 'Your account has been configured to use Multi-Factor Authentication. When you sign on, you will continue to use the same username and password. Before your verification is complete, you will receive a phone call asking you to press the pound (#) key to confirm your sign on. If you don't confirm the sign on by pressing #, the sign on will be denied. You should only enter # when you receive the Multi-Factor Authentication call if you are actually signing on to the application. Otherwise, someone may be trying to sign on with your username and password and you should report this potential fraud to your IT administrator. Return to the Multi-Factor Authentication portal at any time to change your phone number.' At the bottom, there are two buttons: 'One-Time Bypass' with a checkmark icon and 'Change Phone' with a smartphone icon.

Main | Log Out
Help

Welcome

Account Configuration Complete

Your account has been configured to use Multi-Factor Authentication.

When you sign on, you will continue to use the same username and password. Before your verification is complete, you will receive a phone call asking you to press the pound (#) key to confirm your sign on. If you don't confirm the sign on by pressing #, the sign on will be denied.

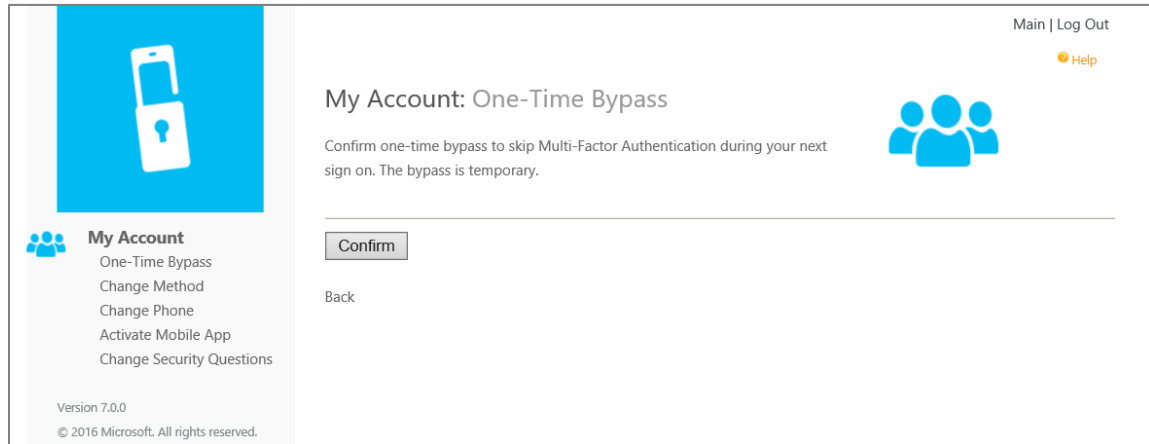
You should only enter # when you receive the Multi-Factor Authentication call if you are actually signing on to the application. Otherwise, someone may be trying to sign on with your username and password and you should report this potential fraud to your IT administrator.

Return to the Multi-Factor Authentication portal at any time to change your phone number.

Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.

One-Time Bypass Change Phone

To request a One-Time bypass, click “One-Time Bypass” link, shown in the picture above, and then click “Confirm”.



To change your phone number(s), click the “Change Phone” link and repeat the process for enrolling a new phone number.

Be sure to click “Log Out”, located in the top right corner, when you are finished with your user portal session.

